



# **LIMITED ENGLISH PROFICIENCY (LEP)**

## **EMPLOYEE RESOURCE BOOK**

Montgomery County, Maryland

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# **Limited English Proficiency (LEP)**

## **Employee Resource Book**

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Montgomery County's policy is to foster equal opportunity for all without regard to race, color, religious creed, ancestry, national origin, sex, marital status, age, disability, presence of children, family responsibilities, source of income, sexual orientation, or genetic status and strictly in accord with their individual merits as human beings. *Montgomery County Code §27-1.*

## **Guiding Principles**

**We will provide excellence in government by:**

- **Insisting Upon Customer Satisfaction**
- **Ensuring High Value for Tax Dollars**
- **Adhering to the Highest Ethical Standards**
- **Appreciating Diversity**
- **Being Open, Accessible and Responsive**
- **Empowering and Supporting Employees**
- **Striving for Continuous Improvement**
- **Working Together as a Team**
- **Being Accountable**

# **Limited English Proficiency Policy**

## **Statement of Policy**

It is the policy of the Montgomery County Executive Branch that departments, agencies and programs take reasonable steps to provide effective access to public services for persons with limited English proficiency (LEP).

## **Definition**

Any individual who is prevented from meaningful access to services because of his or her inability to read, write or understand the English language is deemed to be of limited English proficiency.

The Executive Branch is committed to eliminating any remaining barriers to services, programs and activities to eligible limited-English-proficient persons.

## **Customer Expectations**

All individuals seeking and receiving services from Montgomery County can expect:

- To be treated with courtesy, respect and dignity by those providing services.
- The County to take reasonable steps to provide no-cost language assistance by providing translation of vital documents such as:
  - application forms to participate in a county program or activity.
  - application forms to receive benefits.
  - notices of rights.
  - determinations of benefits.
  - notifications of award, denial, decrease or loss of County benefits.
  - right to appeal county's decision on denial, loss or decreases in benefits.
  - forms to make a complaint or commendation.
- The County to take reasonable steps to provide no-cost language assistance by providing interpreters.

## **Employee Expectations**

All Executive Branch employees of Montgomery County can expect:

- To be treated with courtesy, respect and dignity by coworkers and supervisors.
- The County to provide resources, guidelines, support and training so employees can provide the best service available to all customers.

# **Overview of LEP Policy Implementation**

## **Basis**

Montgomery County's Limited English Proficiency policy and implementation is a part of good customer service and is integrated as part of the daily operations of County departments and agencies. It reflects the Guiding Principles of Montgomery County, which include insisting upon customer service; appreciating diversity; being open, accessible and responsive; and striving for continuous improvement.

## **Implementation**

Four groups with distinct missions are established to implement Montgomery County's LEP policy. Following is a brief description of their roles.

### **Montgomery County Departmental Representatives**

- Meet regularly to coordinate and provide feedback on implementation and tabulate information on translations and interpretations.
- Update staff on available resources to best serve LEP customers.
- Provide guidelines on interpreting, translating and editing.
- Assist in developing training agenda and to identify staff to receive training.

### **Training Teams**

- Conduct diversity/LEP training to frontline staff and all newly hired staff.
- Conduct training to supervisors of frontline staff.
- Offer training to community members and all interested stakeholders.

### **Resource Team**

- Serves as a "think tank" to help develop ideas and agendas for Departmental Representatives.
- Reviews public commentary, demographic changes and LEP plans from other jurisdictions to help modify Montgomery County's LEP plan.

### **Stakeholders Committee**

- Holds regular meetings for community organizations and individuals to provide feedback and ideas on LEP policy implementation.
- Helps identify and outreach to all communities and organizations.
- Works with Office of Human Rights to provide outside testing of service delivery to LEP customers.

## **Definition of LEP Terms**

Consecutive Interpretations are conducted with the speaker pausing periodically during the conversation so the interpreter has time to convey the message in the second language to the listener. Most interpretations during the normal course of servicing LEP customers will be consecutive.

ESOL classes (English for Speakers of Other Languages) are for individuals whose first language is not English. Montgomery County Public Schools offers ESOL programs for school age children. Montgomery College and many nonprofit organizations offer ESOL classes for adults. Other resources include the County's public libraries and the Charles W. Gilchrist Center for Cultural Diversity. See the section on Additional Resources at the end of this Resource Guide.

Interpretations are oral and are usually conducted live either face-to-face, over the telephone or by other means of electronic communication. See also consecutive interpretation and simultaneous interpretation.

Language Bank is a language assistance resource provided by the Volunteer Center, part of the Offices of the County Executive. Multilingual volunteers are available on an on-call basis to provide interpretations or translations. To access the Language bank, visit [www.montgomerycountymd.gov/volunteer](http://www.montgomerycountymd.gov/volunteer). Click on "Language Bank" and log in to access the list of volunteers.

Language Line is a commercial telephone language assistance service available to County departments and agencies to provide immediate interpretations for LEP customers. Employees call a toll free number and press the appropriate access codes provided to each department to initiate an interpretation session between the LEP customer and Language Line's multilingual staff. Interpretations for LEP customers who call over the telephone are conducted via a three-way conference call with the Language Line. For on-site visits the speaker feature on telephones is used. This service is formerly known as the AT&T Language Line.

LEP (Limited English Proficient) individuals are those who are prevented from meaningful access to services because of their inability to read, write or understand the English language.

Montgomery County Language Certified Employees List (MCLCEL) contains contact information for County employees who have received certification from the Office of Human Resources and can provide interpretation and/or translation services for County departments and agencies.

Translation is written. Good translators usually consult many times with the author of the source document to ensure accuracy in meaning, nuance in language, proper terminology, etc. However, the ideal method is to have a multilingual individual with expertise in the subject matter actually compose the document in the intended language, thereby avoiding the translation process altogether.



Simultaneous interpretations are usually provided in formal meetings with large audiences. The speaker usually does not pause while the interpreter(s) conveys the message in the second language. Often in simultaneous interpretations, one or more interpreters use a wireless communications system to convey the speaker's message to listeners using headphones. The Charles W. Gilchrist Center for Cultural Diversity has a wireless communication system for simultaneous interpretations.

Source document is the original document to be translated. Normally the source document will be in English and used to translate into another language. However, a good translator will not rely exclusively on the source document but will consult with the author of the source document to ensure accuracy in meaning, nuance in language, proper terminology, etc.

# **LEP Basics**

## **Introduction**

Because of language and cultural barriers, accessing services can be a challenging experience for LEP customers. It is important not to automatically assume customers have limited proficiency in English simply because of their name, appearance, dress or accent. In most instances, LEP customers are able to identify their primary or preferred language to service providers. In the rare instance when this is not the case, use the “I Speak” language identification cards or posters and then the appropriate resources listed in this book to provide assistance to the LEP customer.

A phrasebook containing commonly used phrases is also available to assist in simple communications to inform the LEP customer that additional resources are being sought, such as locating a multilingual coworker or calling the Language Line.

## **Confidentiality**

Certain customer communications and records maintained by County departments and agencies are confidential. Issues of confidentiality will occur most frequently in the contexts of law enforcement, judicial proceedings and health and human services. Employees who normally work in these areas are trained on the need to maintain confidentiality on certain communications and records.

However, if translators or interpreters are used who normally work in areas that do not regularly maintain confidential information, whether volunteers or Montgomery County employees, they should be reminded before they provide language assistance that they are prohibited from disclosing any confidential information they may see or hear as part of their interpretation or translation. Interpreters and translators from outside vendors are trained on confidentiality issues as part of their certification.

## **Guidelines for Oral Interpretations**

### **Basics of Interpreting**

- Interpreters are conduits of information. Their role is strictly to help with communication between an LEP customer and staff person. The interpreter does not advocate and does not speak for the LEP customer.
- During an interpretation session, the staff person and LEP customer should look at and talk to each other. The interpreter will often sit to the side and slightly behind the LEP person. The staff person, LEP customer and interpreter should not sit in a configuration that resembles a triangle. Sitting in a triangle facilitates three-way conversations; interpretations are basically two-way conversations with the interpreter assisting the communication.
- The interpreter should use the first person as if speaking for the LEP customer. Say: “I received this notice that I do not understand.” Do NOT say: “he received the notice and he does not understand.”

- The interpreter should let both parties know that he or she is there to interpret all that is said. It is uncomfortable for either party to hear side talk that they do not understand. If the interpreter needs to have a sidebar conversation with either party to clarify what was said, the interpreter should also explain the sidebar conversation to the third party.

### **Interpreters' Code of Conduct**

All interpreters must observe a code of conduct when working with county employees and customers. This code can be accessed on the intranet beginning in approximately June 2005. Highlights of the code include:

- Behaving in a professional manner.
- Maintaining privacy and confidentiality where required.
- Not interfering with the communications between service provider and customer.
- Acting as an interpreter and not an advocate for the customer.

If employees observe that an interpreter is not following this code of conduct, please take the interpreter aside to discuss the situation or consult your supervisor for appropriate action.

### **Use of Family, Friends or Minors as Interpreters**

It is the policy of Montgomery County not to require or request LEP customers to use family, friends or minor children as interpreters. Employees are to inform all LEP customers in the LEP customer's language that language assistance is available at no cost to the customer. Except for basic information such as address, telephone number, office hours or the type of services needed, the use of family, friends or minors is discouraged due to reasons of competency, confidentiality, sensitivity and potential conflict of interest.

Under the LEP Guidelines established by the U.S. Department of Health and Human Services, the use of family, friends or minors is allowed only in circumstances when all three of the following criteria are met:

- The LEP resident/customer requests using a family member or friend after being offered no-cost language assistance by the County,
- Using the family member or friend would not violate confidentiality, sensitivity or conflict of interest, and
- The effectiveness of the services provided by the County is not compromised due to inaccurate interpretations or for any other reason.

In certain situations it may still be inappropriate to use a family member or friend as an interpreter even at the insistence of the LEP customer. This normally arises in the judicial, law enforcement, health or human services context. In such instances, the service provider may agree to have the family member or friend listen to the conversation as an interpreter is used. However, staff is to use their best professional judgment to determine when information may be discussed that raises concerns of confidentiality, sensitivity or conflict of interest. Before such information is discussed, staff is to request privacy from the family member or friend accompanying the LEP customer.

In instances where LEP customers insist on using a family member or friend to interpret, and the information discussed would not raise concerns of confidentiality, sensitivity or conflict of interest, staff are to document the offer of no-cost language assistance and the LEP customer's decision to decline such offer.

### **Guidelines for Written Translations**

The ideal method to produce a document in a non-English language is for a multilingual employee or volunteer certified at the Advanced Skill level who also has subject matter expertise to actually compose the document in the desired language. This avoids the translation process altogether.

The second best method is to have an English speaking employee or volunteer with subject matter expertise work together with a multilingual person certified as Advanced Skill level to compose the document in the non-English language.

Even for documents already composed in English, the translator should still work together with an employee with subject matter expertise to convey nuances in meaning and to ensure accuracy and correct terminology.

Editing by at least one other multilingual person with subject matter expertise is critical in all situations. For best results, the editor should work independently of the original translator.

If possible, have another multilingual person translate the document back into English. This "back translating" step is one more step to ensure accuracy.

### **Glossary of Terms, Names, Phrases**

Glossaries of terms, names and phrases in various languages have been developed to ensure uniformity in documents produced in languages other than English. For example, there may be more than one correct translation of certain legal terms or department names. These glossaries will avoid possible confusion by allowing all translators and interpreters to use the same translated terms.

Glossaries will be updated regularly and can be accessed on the intranet beginning in approximately June 2005.

# **LANGUAGE ASSISTANCE RESOURCES**

## **Montgomery County Language Certified Interpreters List (MCLCEL)**

Montgomery County's Office of Human Resources certifies and maintains a list of County employees who provide interpretations/translations as part of their job. These employees have been approved by their department or agency to receive a pay differential for this service and their language skills have been tested for proficiency.

The MCLCEL contains the multilingual employee's name, department, language, level of proficiency (A= Advanced Skill Level and B= Basic Skill Level), job title, work location and work phone number.

County employees can contact anyone listed in the MCLCEL for language assistance services, but the language certified employee may have other job responsibilities that may preclude them from complying with a request. If this is the case, then another certified employee should be contacted for language assistance.

According to Montgomery County Executive Regulation 9-04AM, COMCOR 17.9.04AM, effective date January 18, 2005, an employee whose name is on the MCLCEL must make a reasonable effort to provide interpreter services at the request of other departments, and must obtain the approval of the employee's supervisor before accepting assignments from other departments.

The director of the department using an employee listed on MCLCEL who is from another department must reimburse the home department of the multilingual employee at the hourly salary of the multilingual employee for the number of hours of language assistance provided if such use amounts to four or more hours during any given pay period.

### **Accessing Montgomery County Language Certified Employees List**

The language certified employees list is accessible by visiting the County website [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov); click on the departments; Human Resources; Resource Library; HR Management; Language Bank. The direct link is: <http://www.montgomerycountymd.gov/content/ohr/ResourceLibrary/files/RLLangB.xls>

## **Montgomery County Volunteer Center Language Bank**

### **Description of Language Bank**

The Volunteer Center Language Bank is a group of volunteers who are on-call to help translate or interpret for County and nonprofit agencies serving residents with limited English proficiency. Information about Language Bank volunteers is available on the internet. The Language Bank is for use only by County employees and registered nonprofit organizations. It is not for individuals or the general public.

### **To Find a Language Bank Volunteer**

- Go to the Montgomery County Volunteer Center website, [www.montgomerycountymd.gov/volunteer](http://www.montgomerycountymd.gov/volunteer).
- Click on “Language Bank” and log in to access the list of volunteers.
  - County staff use their County maintained username and password, the same used to logon to computers on the County network.
  - Registered nonprofit agencies, Montgomery County Public Schools and County staff working outside the County’s computer network can sign up online for a user name and password and then log in as a “registered agency.”
- Select “Search” from the menu bar to identify volunteers by language, time availability and ability to provide telephone or in-person interpretations. Contact information about volunteers meeting the search criteria will be displayed. Because volunteers serve on an on-call basis, times are indicated for when they are generally available. There is no guarantee that volunteers are always available during all listed times.
- Contact the volunteer(s) directly via phone or e-mail to explain language need.

### **After Using the Language Bank**

Users of the Language Bank are requested to complete a short Usage Report after each use. The report form is available on the Language Bank website. These reports help the Volunteer Center maintain records of services provided, recognize volunteers and provide valuable information for the Volunteer Center to improve Language Bank services.

### **Skills and Qualifications of Language Bank Volunteers**

The Volunteer Center staff checks professional and personal references for the volunteer’s bilingual skills. Volunteers participate in an orientation and in periodic trainings and networking events to share their expertise and to improve their skills on an on-going basis.

At the orientation session, volunteers sign Montgomery County’s General Volunteer Registration Form which provides liability coverage for volunteers when volunteering with a Montgomery County agency. In addition, volunteers sign a Confidentiality Agreement and are instructed on the absolute importance of maintaining confidentiality.

### **Language Bank – Examples of Services Provided**

Following is a list of Language Bank’s language assistance projects:

- Domestic Violence Section, Family Services Division, Montgomery County Department of Police: Provided interpretation services for a victim of domestic abuse. Language: Arabic.
- Mental Health Association: Provided written translation of mental health fact sheets as part of the Association’s crisis response outreach. Language: Spanish.

- Montgomery Hospice: Provided oral interpretation between a hospice registered nurse and a Cantonese-speaking client and his wife. Also provided oral interpretation of the Maryland Advance Directives for a patient and his family. Language: Cantonese Chinese.
- Permitting Services: Translated document on the Functions and Organization of the Dept. of Permitting Services to Spanish.
- Solar Household Energy, Inc.: Translated a two-page agreement between the organization and their counterpart in Mali, West Africa. Language: French.
- Potomac Ridge Behavioral Health: Provided oral interpretation between a social worker and a patient concerning the medicine panel's decision and the patient's right to appeal the decision. Language: Mandarin Chinese.
- Department of Public Libraries: Provided oral interpretation on a conference call to a library patron concerning overdue materials. Language: French.
- HHS-Aging & Disability: Provided interpretation during a home visit with an elderly client of Medicaid Waiver and her adult son, assisting social worker in explaining services available with the result that all parties understood what services would be received. Language: Russian.
- Department of Liquor Control: Provided interpretation between an applicant and Board Commissioners at a Liquor Board Hearing to determine whether the applicant was qualified to manage a license. Language: Spanish.

## **Outside Vendors**

The Office of Procurement is in the process of identifying one or more commercial firms to provide language assistance to departments and agencies as an additional resource.

At this time, before the commercial firm(s) is identified, County departments and agencies may contact vendors directly to request a cost estimate for language assistance. Since most translation or interpretation requests will be for less than \$5,000, no formal bidding is required for most translation or interpretation requests. Departments and agencies can select the best vendor that meets their needs to handle the project and then pay the vendor directly upon receipt of an invoice.

The contract(s) with the commercial firm(s) is expected to be signed in August 2005.

## **Language Line For Telephone Interpretations**

The Language Line is a commercial service contracted by the County to provide over-the-phone interpreter services 24 hours-a-day, seven days a week, on an as-needed basis. All County

departments and agencies have access to the Language Line. Frontline employees are to obtain access codes for individual departments and agencies from department directors or their designees.

**Language Line: Directions for assistance by telephone for incoming calls**

1. Press Conf (conference) button to put LEP customer on hold.
2. Call the Language Line at 1-800-874-9426 and give the following information to the operator:
3. 6-digit Client ID number: \_\_\_\_\_
4. Organization Name: Montgomery County Department of \_\_\_\_\_
5. Press 1 for Spanish
6. Press 2 for all other languages (Speak the name of the language at the prompt)
7. You may press 0 or stay on the line for assistance.
8. Personal Code: (can be obtained from supervisor of your program area)
9. An interpreter will be connected to the call.
10. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
11. Press the Conf (conference) button to add the Limited English customer to the line.
12. Begin the three-way conversation.
13. Indicate to interpreter when conversation ends.

**Language Line: Directions for assistance to walk-in LEP customers**

Ask the LEP customer by using "I Speak" card or other means to wait.

Follow above steps 1 through 8 to use the Language Line interpreter.

Then take the following steps:

Put the interpreter on speakerphone and proceed with the discussion with the customer.

Ensure confidentiality is maintained when using speakerphone.

Indicate to interpreter when conversation ends.

**Language Line: Directions for calling LEP customers**

Dial 1-800-874-9426. Go through Steps 1 through 8 above.

Then take the following steps:

Press Conf (conference) button to put the interpreter on hold.

Call the customer.

When you reach the customer, press Conf (conference) button to add the interpreter to the line.

Begin the three-way conversation.

Indicate to interpreter when conversation ends.



# **Communicating with Persons with Disabilities**

## **Sign Language Interpreter**

Sign language interpreter services are for individuals who are deaf or hard of hearing and use sign language to communicate. These services are accessed through a contracted provider, Sign Language Associates, Inc (SLA). This contract is managed by Aging and Disability Services in the Department of Health and Human Services. This contract is available for all County departments and agencies.

- Call Aging & Disability at 240-777-4626 Voice or 240-7771217 TTY (Michelle Kirkpatrick).
- Give the case information:
  - Date and location.
  - Number of hours needed.
  - Name of caller.
  - Name of department.
  - Name of service area-program.
  - Index code and sub-object code for department.
- An authorization number will be issued, starting with MC-00.
- Prepare SLA Interpreting Services Request form. The Sign Language Request Form can be downloaded from the HHS website.
- Fax the form to SLA at (Fax) 301-946-9685.
- Be sure to specify the type of sign language services needed. Sign language interpreter options include:
  - American Sign Language.
  - Cued Speech.
  - Gesturo for non-English speaking communication, often used in Europe/
  - Minimal Language Sign for non-English speaking or limited language skills.
  - Qualified Oral Interpreter for lip reading.
  - Tactile for people who are also blind
- You may also email your request to: [melinni@signlanguage.com](mailto:melinni@signlanguage.com) or call in your request to SLA with the MC number at 301-946-9710 Voice/TTY.

- In emergencies after normal hours (8:30 a.m. – 5:00 p.m.) call SLA’s emergency number directly at 301-946-9720 to request an interpreter. The MC number must be obtained and phoned in the next business day.

## **Use of TTY, Maryland Relay, Written Notes, Assistive Listening Devices, Email, Videos**

### **TTY**

TTY is a telecommunication device (teletypewriter) for people who are unable to use typical telephone services due to hearing or speech impairments. Typed messages are transmitted directly between two TTY’s via a telephone line.

### **Maryland Relay Services**

Staff can use the Maryland Relay Service for telephone communication with those who are deaf, hard of hearing, deafblind, or speech disabled. A TTY telephone is required. The Relay Service converts your voice message into a message readable on the client’s TTY phone. Call 711 (in the State of Maryland) OR outside of Maryland at (800)735-2258. The Maryland Relay for speakers of Spanish is (800) 877-1264. The operator dials the number of the customer and stays online to relay the communication. There is no cost for this service. For languages other than English or Spanish, the Language Line is used with the Maryland Relay operator.

### **Written notes**

If the customer has the ability to read, staff may communicate via notes with clients who have a hearing loss or who have difficulty communicating verbally. Some persons who are hard of hearing may also lip read, and staff should always face them when speaking.

### **Assistive Listening Devices**

Individuals who are hard of hearing may request an audio loop in order to participate either in an interview or meeting. A custom integrated audio loop system has been installed in three conference rooms at 401 Hungerford Drive (the Tan and Green 1<sup>st</sup> Floor Conference Rooms and the Large 5<sup>th</sup> Floor Conference Room). The system is an assistive listening device for people who are hard of hearing. The system is designed for use with and without hearing aides. For questions on its use or for information on obtaining an audio loop, call Betsy Luecking at 240-777-1256 V/TTY. Audio loops have also been installed in other County buildings.

### **Email**

Please note that people who are deaf or hard of hearing frequently prefer to communicate via email. Be sure to include your email address on brochures and written materials whenever you can.

**Videos**

All videos that are shown should have visible captioning, and whenever possible staff should also attempt to obtain copies of videos that have audio-description. When conducting a slide or PowerPoint presentation with the presence of a client who is blind or low vision in the audience, staff should read or describe the slides.

## **Additional Resources**

### **Charles W. Gilchrist Center for Cultural Diversity**

The Charles W. Gilchrist Center for Cultural Diversity serves all communities in Montgomery County. Its mission is to provide an opportunity for all residents to gain a better understanding and deeper appreciation for the variety of cultures that make up our society. The Center provides an open, supportive and hospitable environment that affirms the county's multiculturalism and fosters a sense of belonging among all in our community.

The Center offers programs and services, including, but not limited to: English for Speakers of Other Languages, Citizenship Test Preparation classes, Basic Legal assistance, informational seminars on a variety of themes, informative seminars on small business development and an extensive Information and Referral system including County programs and services and community based programs and services.

Anyone wanting more information on programs and services offered or in need of information on other programs and agencies available in Montgomery County should call 240-777-4940 (Wheaton location) or 240-777-6950 (Up County location). Bilingual staff members are available (languages changes depending on staff on duty) who would be able to answer most inquiries.

The Wheaton location is open Monday to Thursday 9-1 and 5-9; Friday and Saturday 9-1. The Up County location is open Monday, Wednesday and Friday 9-1. The link to the Gilchrist Center is <http://www.montgomerycountymd.gov/rectmpl.asp?url=/content/rec/gccd/index.asp>.

### **Montgomery County Department of Health & Human Services Information and Referral Line**

(240) 777-1245, TTY (240) 777-1295

Trained information and referral (I & R) professionals are available during normal business hours to refer callers to appropriate health, human services and related agencies and programs. Multilingual staff members speak numerous languages in addition to English, currently Spanish, Chinese, Hindi and Urdu. Information & Referral staff will use the Language Line to communicate with callers in other languages.

### **English for Speakers of Other Languages (ESOL) and Related Programs**

- **Montgomery County ESOL Resource List:** The following website lists English for Speakers of Other Languages (ESOL) and related resources for Montgomery County and all jurisdictions in Maryland. It is maintained by the University of Maryland at Baltimore County. The link is <http://www.umbc.edu/alrc/dir.html>.

- **The Charles W. Gilchrist Center for Cultural Diversity** offers ESOL classes and many other programs. Call (240) 777-4940 or (240) 777-6950 or visit <http://www.montgomerycountymd.gov/rectmpl.asp?url=/content/rec/gccd/index.asp>.
- **Montgomery County Public Libraries** provide many resources on language assistance, English classes, providing access to the disabled community, reading materials in many languages and a special link to resources in Spanish. All information is available on the County website: <http://www.montgomerycountymd.gov/content/libraries/index.asp>.

Other Library resources:

- The Special Needs Library with resources for the disabled community is located at 6400 Democracy Boulevard in Bethesda. Call (240) 777-0960, (301) 897-2217 TTY.
- The Libraries' Multicultural Services provides programs and materials in several languages. Call (240) 777-0024 for more information, or visit <http://www.montgomerycountymd.gov/libtmpl.asp?url=/content/libraries/weblinks/cultures.asp>.
- English language tutorials are available to residents learning English through the Rosetta Stone program. The tutorials provide students the opportunity to practice speaking, writing and listening to English. Tutorials are available through the Gaithersburg (301) 840-2525, Long Branch (240) 777-0910 and Wheaton (240) 777-0678 branches. Contact the library branches directly for more information.
- The Libraries provide a link to resources in Spanish. Visit: <http://www.montgomerycountymd.gov/libtmpl.asp?url=/content/libraries/espanol/spanishlang.asp>
- The Literacy Council of Montgomery County is a nonprofit agency housed in the Wheaton Library dedicated to helping adults learn English. Call (301) 942-9292 or visit [www.literacycouncilmcmd.org](http://www.literacycouncilmcmd.org).
- **Montgomery College** provides many resources for LEP individuals through courses offered by the Workforce Development and Continuing Education division. Information on courses on American Sign Language, English as a Second Language and many other offerings are available at [www.montgomerycollege.edu/wdce](http://www.montgomerycollege.edu/wdce) or by calling (301) 279-5188. Courses can be taken at Montgomery College's Rockville, Takoma Park or Germantown campuses or at Workforce Development and Continuing Education centers in Wheaton, Silver Spring or Gaithersburg.
- **Montgomery County Public Schools (MCPS)** provides services, resources and information in a variety of languages. The Call Center is a one-stop call-in line available to answer most questions regarding the school system. The number is (301) 309-MCPS (or 6277). The line is staffed with English and Spanish speakers. Speakers of other languages, including Cambodian, Chinese, French Korean and Vietnamese, are also available. More information on MCPS is available at <http://www.mcps.k12.md.us/index.cfm>.

Other MCPS offices that can provide assistance to LEP families:

- The English for Speakers of Other Languages (ESOL) Counseling Office can be reached at (301) 230-0675.
- The ESOL Parents Center can be reached at (301) 230-0674.
- The ESOL Testing Center can be reached at (301)230-0673.
- The Division of ESOL/Bilingual Programs can be reached at (301) 230-0670.
- The Bilingual Assessment Team can be reached at (301) 230-0656.
- The office for ESOL and General Equivalency Diploma (GED) programs can be reached at (301) 962-8950.
- The International Student Admissions Office can be reached at (301) 230-0686.